

Commonwealth of Virginia
Workforce and Career Development System
Local Business Plan Criteria
July 2004

Introduction

A local business plan will define the service delivery philosophy, structure and operating procedures for the Virginia Workforce Network in each of the 17 local workforce areas. This document is intended to provide Virginia's local workforce areas with a set of criteria that will be used by the State in evaluating local Business Plans. If the local area determines that its one stop operator proposal responses/agreements/contracts address these items, those documents may be submitted in lieu of any new document. It is recommended that each LWIB and its staff consult with the operator(s) in their area to determine the best method in submitting a Business Plan that will address the criteria in this document.

For purposes of this document, the *Virginia Workforce Network* is defined as the local service delivery system.

Please note that Section 7, the WIA Program Plan, meets the requirements set forth in law regarding what must be included in a local plan for WIA purposes. This section of the plan must be posted for a 30-day period. It is advisable to post the entire business plan; however, the requirement only applies to the WIA portion.

Business Plans must be submitted no later than November 1, 2004. Electronic versions (in MS word or word-compatible format) may be submitted to bdavis@vec.state.va.us. Hard-copy versions may be mailed for receipt no later than the due date (i.e. November 1, 2004 post-mark will not suffice) to:

Brian Davis, WIA Division, Virginia Employment Commission
703 East Main Street, Room 121, Richmond, VA 23219

Review Criteria

1. Defining the Business:

- a. What community(s) are served through the local ***Virginia Workforce Network*** covered under this plan?
- b. Other than regulatory requirements, what was the reason for the establishment of the local ***Virginia Workforce Network*** system as it currently exists?
- c. How will the local ***Virginia Workforce Network*** benefit the customer rather than the organizations?
- d. What is the local ***Virginia Workforce Network*** vision and mission?

- e. What is the local ***Virginia Workforce Network*** primary business objective?
- f. What is the concise definition of the ***Virginia Workforce Network*** core business as it relates to the local labor market?
- g. What is the composition of the local ***Virginia Workforce Network*** current and/or proposed customer base?
- h. What location(s) have been chosen or is being used for the local ***Virginia Workforce Network*** sites in the local system and why?
- i. What is the local ***Virginia Workforce Network*** center/site's relationship to other community service providers?

2. Governance and Management Structure - Definition of Relationships and Roles

- a. What are the roles and responsibilities of the partners in the local ***Virginia Workforce Network***?
- b. What is the local ***Virginia Workforce Network*** management structure?
- c. What is the background and expertise of key management and operations staff that influence success or failure of the local ***Virginia Workforce Network***?
- d. What is the relationship between local ***Virginia Workforce Network*** management and staff?
- e. What staff is available at the local ***Virginia Workforce Network*** center/sites and what are their duties?
- f. Are there any additional structures that still need to be developed or acquired?
- g. What employee development/capacity building strategies are in place, planned or needed?

3. Shared Responsibility for meeting center & system goals & each agency's goals.

- a. What process is in place for partners to determine and reach consensus on joint goals?
- b. How are partners sharing responsibility for attainment, costs and outcomes for joint goals? Attach the cost-sharing plan developed, consistent with resource leveraging strategy identified in the LWIB's strategic plan and the State Partner MOU.
- c. How are the goals shared with all community ***Virginia Workforce Network*** staff and partners including the responsibilities related to the goals?
- d. Describe how local ***Virginia Workforce Network*** staff have been cross-trained in other partner programs and services.

- e. Does the plan contain guidelines for how partners will share any incentive funds that may result from achievement of those goals?
- f. Describe how information management and data collection systems are used by the local *Virginia Workforce Network* partners for purposes of providing customer-focused and seamless delivery of services.

4. Products and Services to be provided by the system and at the center and each *Virginia Workforce Network* Site

- a. What are the primary products and services of the local *Virginia Workforce Network*?
- b. Who will provide these products and services?
- c. Who are the targeted customers of each product and service that will be available through the local *Virginia Workforce Network* (i.e., employers or individuals)?
- d. What services will be included in the continuum of core, intensive, and training services in the local *Virginia Workforce Network* site?
- e. What services within the continuum of core, intensive, and training services will be delivered by each of the local *Virginia Workforce Network* partners and how will they be provided?
- f. What services will only be accessible through the *Virginia Workforce Network* Internet based systems?
- g. What is the relationship between alternate locations and the local *Virginia Workforce Network* center/site for services that are not available at the local site
- h. How will information be shared between the partners at each local *Virginia Workforce Network* site?
- i. How will information about the local *Virginia Workforce Network*'s products and services be communicated to the community it serves, including businesses? Please attach any local VWN marketing plan and materials.
- j. How has the State Virginia Workforce Network logo and identity been incorporated into the local products and services identified in item i. above?
- k. How will the local *Virginia Workforce Network* ensure compliance with Americans with Disabilities Act to ensure accessibility to customers and other pertinent special populations with the Workforce Investment Area?

5. Referral Methods for Customers

- a. What is the local service delivery structure, i.e. location, service mix and customer flow?
- b. How have the local *Virginia Workforce Network* center sites been configured to be physically welcoming to customers and facilitate in the delivery of seamless services?
- c. What is the systematic approach to the referral of customers needing local *Virginia Workforce Network* services in a seamless manner?
- d. How will customers within the continuum of services be referred between local *Virginia Workforce Network* system/center/site partner services/agencies?
- e. How will customers receiving services through the local *Virginia Workforce Network* move through intake, enrollment and assessment?
- f. What are the collaborative efforts of the *Virginia Workforce Network* partner services/agencies to ensure that a shared responsibility exists for coordinating employer contacts for job orders and job development activities?

6. Measuring Success

- a. What are the major milestones of success identified by the local WIB for the local *Virginia Workforce Network*?
- b. How will the local WIB and *Virginia Workforce Network* management recognize and reward success among local *Virginia Workforce Network* staff?
- c. What are the quality goals for services that will be provided to customers? (i.e., prompt/courteous service designed to assist customer in achieving their educational/employment goals; etc.)
- d. What are the quality goals for services that will be provided to employees? (i.e., to work in safe/professional environment and receive the tools necessary to achieve the desired outcome; etc.)
- e. What are the quality goals for *Virginia Workforce Network* partners? (For example: provide jobseeker referrals/contact/services to employers within X hours; increase number of job vacancy postings and new employer contacts by X % per year; etc.)
- f. How will you evaluate operational performance (faster, better, cheaper) internally and against competitors or similar high achieving organizations
- g. Describe how information management and data collection systems are used by the local *Virginia Workforce Network* partners for purposes of measuring success.

7. WIA Program Plan

- a. Describe how the LWIB will ensure continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers and participants.
- b. Describe and assess the type and availability of adult and dislocated worker employment and training activities in the local area.
- c. Describe and assess the type and availability of youth activities in the local area and identify youth program providers.
- d. Describe how the LWIB will coordinate its local activities with statewide rapid response activities, as appropriate.
- e. Describe or identify the following process elements:
 - i. Opportunity for public comment
 - ii. The fiscal agent identified by the Chief Local Elected Official
 - iii. The competitive process used to award grants and contracts locally
- e. Attach a copy of each memorandum of understanding between the LWIB and each one-stop partner agency concerning the operation of the local one-stop delivery system.
- f. Attach the local levels of performance for the 17 required measures as negotiated with the state.